



Yi-Shan Tabitha Tsai

UX + Interaction Designer

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 650.889.6313

EDUCATION

Indiana University (Indianapolis)

Aug 2017 - May 2019

Master of Human Computer Interaction

National Taiwan University

Sep 2007 - Jun 2009

Master of Information Management

SKILL

User Research

Storyboarding

Information Architecting

Wireframing

Prototyping

Interaction Design

Brand Design

TOOL

Sketch

Principle

Photoshop

InVision

CODE

HTML

CSS

JavaScript

.NET

Python

EXPERIENCE

Customer Experience Intern | Equinix

Sunnyvale, CA | Jun 2018 - Dec 2018

Work cross-functionally to create and enhance the UI and UX of various sales-related projects, such as data center management and business partner management.

Research Assistant | Indiana University (Indianapolis)

Indianapolis, IN | Jan 2018 - May 2018

Designed text and voice interactions for healthcare applications in order to help older adults seek health information.

Software Engineer | Chunghwa Telecom Global

San Jose, CA | Jul 2013 - Jun 2017

Led the development of an internal web-based system with the .NET Framework, and made the business process, from customer to billing management, systematic, automatic, paperless, consistent, and efficient.

Associate Researcher | Chunghwa Telecom

Taipei, Taiwan | Apr 2010 - Jun 2013

Designed and developed a self-service website for residential and enterprise customers with Responsive Web Design in order to provide 175 online self-services (e.g. upgrade their internet speed). This self-service system reduced the load to other channels (service counters, telephone, etc.), and allowed us to handle 37% more support cases annually.